Frequently Asked Questions

302 W. Cotton St. | [Click here for map](#) [1]

How does the Emergency Notification System Work?

The system delivers customized pre-recorded emergency messages directly to homes and businesses. The recipients of the notification are determined based on the location and nature of the emergency. Only residences and businesses listed in the database and that are in the affected area will receive the notification. The system is available for use by the City of Longview 24 hours a day 365 days a year.

Who activates the Longview Emergency Notification system?

The Longview Emergency Notification System is activated by the staff of Public Safety Communications. Public Safety Communications is the 9-1-1 answering point and emergency dispatch center for the City of Longview.

How fast are messages delivered by the system?

Usually 1,000 calls per minute or 60,000 calls per hour can be made based upon the length of the message. A 30 second message is the average message length.

When will I be contacted by the Longview Emergency Notification System?

The Longview Emergency Notification System is used to notify Longview residents of public safety and emergency issues such as evacuations, contaminated water, gas leaks, missing or abducted children and other similar issues.

What happens if I don't answer the telephone when my number is called?

The system will deliver the message in its entirety to voicemail and answering devices.

Can this service be provided for the hearing impaired?

Yes. The message can be delivered in text format to hearing impaired individuals' TTY/TDD equipment.

How does the Weather Warning System Work?

The Weather Warning monitors each National Weather Service bulletin to determine the severity of the warning and the exact area(s) affected coupled with the predicted path of the threatening storm. Weather Warning then creates a calling database of all subscribers within the path of the severe weather. This calling database is then immediately submitted to the automated calling system.

Why does the system only contact me for weather warnings and not watches? What is the difference?

During storm season, the East Texas area receives numerous Watches. A Watch indicates that conditions are favorable for severe weather. A Warning actually indicates that a spotter or radar has sighted the severe weather and it is imminent. This is when the system will activate and notify the citizens to seek shelter. If you would like to read more on this subject go to the Emergency Preparedness section of the City's website.

Who activates the Weather Warning System?

The Weather Warning System is automatically activated anytime the National Weather Service issues a qualifying alert. No intervention from the city staff is required. By eliminating the need for human intervention to activate warnings we have significantly decreased the response time for notifications during fast moving storms.

How do I know if I am included in the database?

The City of Longview has a calling database, which is basically the public white page listing of residential telephone numbers. Non-published numbers, cell phones and businesses are not included. To be sure you are included in the database you should register for the service.

Why should I register?

We encourage all residents to participate in this program to increase your awareness for the safety of your family and the preservation of your property. Personally registering will also allow you the opportunity to add your cell phone number and the phone numbers of additional family members. In order to receive the Weather Warning you must register and "opt-in". Only residents who sign up to receive the weather warnings will be contacted.

How do I register?

To register you should click on the CodeRED icon on this page and proceed to the CodeRED Community Notification Enrollment page and follow the instructions. Additional instructions are available in the registration tutorial section.

Can a business be included in the Longview Emergency Notification System?

To register your business, click on the CodeRED icon on this page and proceed to the CodeRED Community Notification Enrollment page. On the right side of the screen just under the words CodeRED you will see a grayed out button that reads "Switch to Business Data". Simply click on that button and follow the instructions.

Can I update my information if something changes in the future?

Yes. Just return to the CodeRED Community Notification page and enter the data. Our staff will compare the existing entry to the new entry and make the necessary updates.

For more information call: 903-237-2706 | [Contact Us](#) [2]

Source URL: http://psc.longviewtexas.gov/code-red-faq

Links:
[1]
http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=302+W.+Cotton+St.+75601&sll=32.505864,-94.729911&sspn=0.007817,0.018024&ie=UTF8&hq=&hnear=302+W+Cotton+St,+Longview,+Gregg,+Texas+75601&z=16
[2] http://psc.longviewtexas.gov/services-contact#CodeRed@LongviewTexas.gov